

# Collection Management Services (CMS) Annual Report

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July 1<sup>st</sup>, 2021 – June 30<sup>th</sup>, 2022

## I Unit Narrative

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Collection Management Services (CMS) is responsible for a variety of services within the University Library. In addition to serving as a full-service library with associated patron services, the unit also includes the Gift program; the Last Copy program; departmental transfers to high density storage; the ingest, retrieval, and management of materials held at the Oak Street Library vaults; and ILL Scanning at Oak Street. In addition, a large part of the unit responsibilities is to provide services relating to large-scale collection management, whether they be transfers, retrospective cataloging projects, physical shifts of collections, or some combination of all three. Almost all such projects have multiple benefits in terms of access for patrons and inventory control, and in some instances quite unique hidden collections have been discovered and made available. As most large-scale collection management projects span multiple years, many of these projects and priorities were begun in the previous year and extend into the future. As well as large-scale local collection management, CMS leads library efforts to participate in shared collections through our work with the Big Ten Academic Alliance (BTAA) Shared Print Repository (SPR) and the Google Book Search project.

As noted in the Library's Strategic Framework 2019-2023:

*As a guiding principle, the University Library will strive to continually improve upon our collections and services by implementing best practices, fostering strong data analysis, and focusing on demonstrable contributions to campus and the scholarly communities that it supports. Whenever possible, we will develop and implement methods and strategies to measure services, in order to improve them and to communicate their value to the University.*

The strategic directions and priorities most relevant to the work of Collection Management Services are:

**SD1. Pro-active and trusted partners in scholarship, discovery and innovation**

2. Optimize discovery of, access to, and accessibility of all library resources, collections, and services.

**SD4. Strategic investments for a sustainable library environment**

3. Build active, sustainable partnerships in order to expand access to, and diversity of, collections and services.

### **Project Work**

This was a very transitional year for the University Library's recovery from the pandemic, and Collection Management Services was involved in a variety of projects, including resuming large-scale, library-wide physical collection projects.

Collection Management Services serves as the primary unit involved in library participation in the Google Book Search Project (<https://www.btaa.org/library/book-search/introduction>). The project greatly increases access to digitized library content through the HathiTrust Digital Library ([https://www.hathitrust.org/digital\\_library](https://www.hathitrust.org/digital_library)). The majority of the materials to be scanned are located at the Oak Street Library and the Main Stacks, and CMS staff retrieve the materials, confirm bibliographic integrity, process the material for shipping including creation of associated metadata files, and reverse process all the material upon its return. In addition, any items rejected from the Google scanning process are evaluated for potential digitization through the Internet Archive. This project was, of course, affected by the COVID pandemic. Google scanning centers reopened this year, though logistics outside the Library's control have significantly impacted the project schedule, such as Google's difficulties in securing a truck for the dates needed for transporting materials to the scan center. Creativity and flexibility allow this partnership to continue to thrive even during these rocky periods; CMS continues to communicate and work closely with our Google partners to adjust and coordinate the many moving parts of this project.

This was the fifth year for the University of Illinois Library to serve as a host site for the BTAA Shared Print Repository (SPR) 2.0 (<https://www.btaa.org/library/shared-print-repository/introduction>). As the host site for the second phase of this project, the Library will be holding 250,000 items at Oak Street for the consortium, with a goal of processing 50,000 per year for 5 years, and retaining all volumes for 25 years. Although the pandemic impacted this project, local efforts continued to make progress on the BTAA Shared Print Repository at Oak Street. We were able to send additional materials to Indiana to fill gaps in serial print runs held in the SPR 1.0, accepted materials from Iowa to add to our SPR 2.0, as well as adding materials previously held in departmental libraries, such as MPAL. Work continued to deduplicate Oak Street holdings against both the Indiana and the Illinois SPR holdings, creating much desired space for additional unique library materials.

This year CMS resumed working with the physical collections, which was essential for the University Library to be prepared to take the next steps in the Building Project. In order to create the necessary space to consolidate the Social Sciences, Health, and Education Library (SSHEL) into one half of its former space, CMS transferred more than 56,000 items out of SSHEL, transferring approximately 32,000 items to Oak Street and 24,000 items to the main bookstacks. In addition, CMS processed more than 19,000 items out of the Undergraduate Library for Oak Street, and more than 5,000 items from Funk ACES to the Oak Street Library.

### **Oak Street Library**

The Oak Street Library houses the largest concentration of library materials within the University Library at over four million volumes, and the collection covers all subjects and formats. Our current vault capacity is at just under 90%. Estimations, based collection averages project availability for roughly 303,000 more items, including the space reserved for housing the remainder of material contributed by partner institutions in support of the BTAA Shared Print Repository. This fiscal year we accessioned 109,562 items into the facility, increasing the total holdings to 4,315,661. Collection Management Services staff were able to complete 41,354 retrievals (a 132% increase over the previous year), 47,953 refills (an increase of 245% over the previous year). Ongoing work deduplicating serial volumes against the holdings in the SPR 1.0 (held at Indiana University), and various smaller projects were resumed.

Facility and equipment issues continue to have an impact on Oak Street Library operations. We again experienced issues with the batteries for all three industrial lifts used to retrieve items in the vaults. Operational procedures were reviewed to ensure that all current practices were performed according to industry standards, but the underlying issues continued. The charger and the battery for the smallest of the three lifts were replaced late in the winter. A replacement battery for one of the large lifts has been ordered, with a loaner battery provided by the vendor to assist us with operations in the interim. Late in the fiscal year, the third battery began experiencing issues. Unfortunately these types of equipment failures have a negative impact on our ability to provide services in an effective and efficient manner, and rectifying the problems comes at considerable cost to the Library. On a more positive note, the replacement box truck for the unit that was ordered pre-pandemic was delivered and able to be put into operation.

A few other building issues occurred during the year. We experienced a roof leak in a vault due to a pinhole in the roof and overflowing of the air handling unit drip pan. This required our staff to drape over 40 feet of plastic covering over 8 ladders in the vault. The quick thinking of the staff kept there from being any significant water damage issues to library materials, but we had to suspend retrieval of any library materials from that aisle of the vault until repairs could be completed. An additional issue with water seeping into the vault from the outside of the building, was also addressed. After numerous attempts by campus to identify the issue, it appears that the trenching of the area near the building and rerouting the slope of the ground, allowed water to flow away from the building.

Some improvements in operations were made this year. For example, Library IT purchased an additional laptop for our lift operators to replace our outdated tablets, and other changes such as mobile barcode scanners were ordered and used to improve daily lift operations. We also created some new procedures utilizing the improved functionality of the facility's new inventory software that we were able to share with other interested institutions.

### **CMS goals for FY22**

- Continue work on high priority collection management projects in relation to the Library building project, with an emphasis on clearing the Undergraduate Library of collections, and shifting the SSHEL collections to allow room for new student/user space in the Main Library.
  - As noted in the narrative, major collection management work resumed and tens of thousands of materials were transferred in support of the building project.
- Resume progress on ingesting content into the Shared Print Repository.
  - Ingest of materials into the SPR resumed, and we are currently working with multiple institutions to fill gaps in the serial titles already held.
- With the Caiasoft migration completed, continue revising workroom practices in order to improve workflows made possible with our new software.
  - This work is ongoing, but many procedures have been updated to better utilize Caiasoft capabilities.
- Begin the long-overdue task of conducting a vault inventory and new procedures for backfilling trays, which will allow us to reclaim space and reduce costs
  - The backfill process is allowing us to recapture formerly hidden space in trays in the

vaults that have availability. To date we have been able to backfill 13,324 items into 3,393 trays, allowing us to recapture space in a more efficient manner. Progress is now beginning on conducting a systematic inventory of both individual items and their locations in the vault.

- With the majority of our staff having worked off site for almost a year, a complete refresher training will be completed on all lift operators. This will also include a refresher on the use of fall protection.
  - Eleven of the 14 lift operators (all those who were active in the vaults at this time) were recertified on lift operations, fall protection, and battery charging practices. Remaining employees who were previously certified but who do not perform vault operations as part of their current job responsibilities will receive training early this fiscal year.
- Continue to enhance patron services and spaces once we are able to resume public services.
  - Pandemic-related protocols were reviewed multiple times throughout the year and necessary changes implemented. Further aesthetic and operational updates have been postponed to the coming year.

### **CMS goals for FY23**

- We anticipate wrapping up the active phase of ingesting 250,000 items into the Big Ten Academic Alliance (BTAA) Shared Print Repository (SPR) this fiscal year. Filling gaps in serial titles already held may extend well into the future.
- We will update unit operations and staff schedules to allow for greater communication and opportunities for cross-training, with the goal of also improving patron services such as request retrieval turnaround time.
- We will assess and adjust staff responsibilities and work assignments across both CMS locations (Main Library 7A and the Oak Street Library) to most effectively support ongoing large-scale collection management work.
- Retraining and certification will continue to help ensure compliance with all relevant safety and operational requirements.
- As more normal patron services have resumed, we will look for opportunities to make improvements to public services and spaces.

## **II Statistical Profile**

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### **1. Facilities**

User seating counts (if applicable)

- At tables: 16
- At public workstations: 3
- Informal/other: 4

Number of hours open to the public per week (if applicable)

- 35 hours per week with the exception of breaks when it is 21

## 2. Personnel (as of June 30<sup>th</sup>, 2021)

Mary Laskowski (Faculty) (100%)

Jenny Maddox Abbott (Faculty) (100%)

Jimmy Gonzalez (AP) (100%)

Jose Bermudez (Library Specialist) (100%)

Julie Bumpus (Library Operations Associate) (100%)

B.A. Davis-Howe (Senior Library Specialist) (100%)

Michael Donovan (Library Specialist) (100%)

Matt Freund (Distribution Clerk) (100%)

Nick Hagen (Senior Library Specialist) (100%)

Sarah Heald (Senior Library Specialist) (100%)

Ian Iversen-Curry (Library Specialist) (100%)

Debbie Jones (Library Specialist) (100%)

Sarah Lockmiller (Library Specialist) (100%)

Ithamar Ritz (Senior Library Specialist) (100%)

Melanie Rusk (Senior Library Specialist) (100%)

Andrew Sims (Library Specialist) (100%)

Ben Stone (Library Specialist) (100%)

Lisa Wells (Senior Library Specialist) (100%)

Hewitt Preston Wright (Senior Library Specialist) (100%)

## 3. User Services

### Circulation Data for Oak Street Library

Circulation Count by Circulation Desk: 1,201

Circulation Count by Collection: 14,915

Renewals by Circulation Desk: 14

Renewals by Collection: 7,117

## Oak Street Library Patron Interactions

Front Door	815
Charged Books	305
Reading Room	272
General Inquiry	208
Returned Books	150
Placed an Item Request	51

Reading Room Assistance	31
Same-Day Retrieval	20
Reference	14

### III Appendices

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#### Cataloging

Bibs modified	2,668
Holdings created	29,895
Holdings modified	157,024
Items created	23,503
Items modified	135,959
Total	349,049

#### Gifts

Total items evaluated	14,290	
Added to the collection	3,147	22%
Sent to departmental review or ACS	750	5%
Put on problem shelf	388	3%
Added to RBML/RBOS	12	.01%
Sent to Better World Books	3,844	27%

#### Preservation

Board	87
Colibri	259
Envelope	553
Tie	323
Wrap	50
Total	1,272

#### Oak Street High Density Storage

Accessioned	109,562
Re-Accessioned	4,240
De-Accessioned	7,106
Retrievals	41,354
Refiles	47,953

#### Scanning

<b>Requests Scanned</b>	<b>1,469</b>
Number of Pages	17,167

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**Departmental Library Transfers**

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Items transferred to Oak Street Library	10,018
Items needing Copy Cataloging	35
Items needing Original Cataloging	12
Items needing stabilization	351
Items withdrawn (BWB)	48
Items withdrawn (discard)	306
Items sent to RBOS	451
Items actually refiles	226
Items deaccessioned from Oak St	67

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<b>Larger Projects</b>	<b>Items</b>
SSHEL to Oak Street	32,141 transferred
SSHEL to Main Stacks	24,731 transferred
Undergrad to Oak Street	19,242 transferred
ACES to Oak Street	5,123 transferred
Last copy	2,274 added
Stacks deduplication	1,130 withdrawn

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